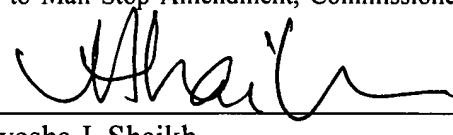


PATENT

I hereby certify that on the date specified below, this correspondence is being deposited with the United States Postal Service as first-class mail in an envelope addressed to Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

November 2, 2006

Date



Ayesha J. Shaikh

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Appl. No. : 09/824,849	Confirmation No. : 9964
Applicant : Simon Jacobs	
Filed : April 2, 2001	Attorney Docket No.: 500745.01
Art Unit : 3623	Customer No. : 27,076
Examiner : Romain Jeanty	
Title : METHODS AND SYSTEMS FOR SCHEDULING COMPLEX WORK ORDERS FOR A WORKFORCE OF MOBILE SERVICE TECHNICIANS	

**INFORMATION DISCLOSURE STATEMENT**

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

In accordance with 37 C.F.R. §§ 1.56 and 1.97 through 1.98, applicant wishes to make known to the Patent and Trademark Office the references set forth on the attached form PTO-1449 (copies of the cited references, as required under 37 C.F.R. § 1.98, are enclosed). Although the aforesaid references are made known to the Patent and Trademark Office in compliance with applicant's duty to disclose all information he is aware of which is believed relevant to the examination of the above-identified application, applicant believes that his invention is patentable.

11/07/2006 RFEKADU1 00000021 09824849

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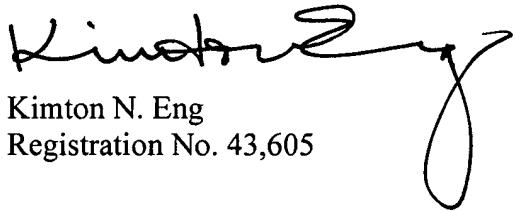
180.00 0P

A fee of \$180 is submitted in accordance with 37 C.F.R. § 1.97(c). The Commissioner is authorized to charge any other fees which may be required, or credit any overpayment to Deposit Account No. 50-1266. A duplicate copy of this sheet is enclosed.

Please acknowledge receipt of this Information Disclosure Statement and kindly make the cited references of record in the above-identified application.

Respectfully submitted,

DORSEY & WHITNEY LLP



Kimton N. Eng  
Registration No. 43,605

KNE:ajs

Enclosures:

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- Check
- Fee Transmittal Sheet (+ copy)
- Copy of Information Disclosure Statement
- Form PTO-1449
- Cited References (102)

1420 Fifth Avenue, Suite 3400  
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Facsimile (206) 903-8820

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FORM PTO-1449  
(REV.7-80)U.S. DEPARTMENT OF COMMERCE  
PATENT AND TRADEMARK OFFICEATTY. DOCKET NO.  
500745.01APPLICATION NO.  
09/824,849

## INFORMATION DISCLOSURE STATEMENT

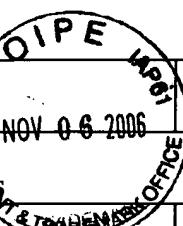
(Use several sheets if necessary)

APPLICANT(S)

Simon Jacobs

FILING DATE

April 2, 2001

GROUP ART UNIT  
3623

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*EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	AA	4,937,743	06/26/90	Rassman et al.	364	401	
	AB	5,168,451	12/01/92	Bolger	364	436	
	AC	5,289,368	02/22/94	Jordan et al.	364	401	
	AD	5,325,292	06/28/94	Crockett	364	401	
	AE	5,355,511	10/11/94	Hatano et al.	455	11.1	
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	AG	5,467,268	11/14/95	Sisley et al.	364	401	
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	AJ	5,623,404	04/22/97	Collins et al.	395	209	
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	AL	5,737,728	04/07/98	Sisley et al.	705	8	
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	AN	5,826,239	10/20/98	Du et al.	705	8	
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	AR	5,913,201	06/15/99	Kocur	705	9	
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	AW	6,016,477	01/18/00	Ehnebuske et al.	705	7	
	AX	6,047,260	04/04/00	Levinson	705	9	

EXAMINER

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FORM PTO-1449  
(REV.7-80)U.S. DEPARTMENT OF COMMERCE  
PATENT AND TRADEMARK OFFICEINFORMATION DISCLOSURE STATEMENT  
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ATTY. DOCKET NO. 500745.01 APPLICATION NO. 09/824,849  
 NOV 06 2006  
 APPLICANT(S) Simon Jacobs  
 FILING DATE April 2, 2001 GROUP ART UNIT 3623  
 U.S. PATENT & TRADEMARK OFFICE

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*EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
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	AZ	6,115,640	09/05/00	Tarumi	700	99	
	BA	6,144,971	11/07/00	Sunderman et al.	707	500	
	BB	6,278,978 B1	08/21/01	Andre et al.	705	9	
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	BN	6,721,288 B1	04/13/04	King et al.	370	310	
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PATENT AND TRADEMARK OFFICEATTY. DOCKET NO.  
500745.01

NOV 06 2006

APPLICATION NO.  
09/824,849

## INFORMATION DISCLOSURE STATEMENT

(Use several sheets if necessary)

APPLICANT(S)

Simon Jacobs

FILING DATE

April 2, 2001

GROUP ART UNIT  
3623

## U.S. PATENT DOCUMENTS

*EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
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	BX	2002/0010610 A1	01/24/02	Jacobs et al.	705	8	
	BY	2002/0016645 A1	02/07/02	Jacobs et al.	700	100	
	BZ	2002/0023157 A1	02/21/02	Lo et al.	709	227	
	CA	2002/0035493 A1	03/21/02	Mozayeny et al.	705	5	
	CB	2002/0046073 A1	04/18/02	Indseth et al.	705	8	
	CC	2002/0065700 A1	05/30/02	Powell et al.	705	9	
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							YES	NO
	CF	DE195 39 662 C2	10/02/97	Germany			X	
	CG	WO 00/28451 A3	05/18/00	PCT			X	
	CH	WO 00/68856	11/16/00	PCT			X	
	CI	WO 00/68859	11/16/00	PCT			X	

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CJ	Adhikari, R., "Scheduling Solutions", Information Week, www.informationweek.com, April 1998. 7 pages.
CK	Alanko T. et al., "Mowgli: Improvements for Internet Applications Using Slow Wireless Links", The 8 <sup>th</sup> IEEE International Symposium on Personal, Indoor and Mobile Radio Communications, Vol. 3, 1997. pp. 1038-1042.
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CM	Blumberg, D., "Optimizing Mobile Workforce", Leisure Publications, February 1, 2001.

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FORM PTO-1449 (REV.7-80)		U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE	ATTY. DOCKET NO. <b>500745.01</b>	APPLICATION NO. <b>09/824,849</b>
<b>INFORMATION DISCLOSURE STATEMENT</b> <i>(Use several sheets if necessary)</i>		APPLICANT(S) <b>Simon Jacobs</b>	NOV 06 2006	GROUP ART UNIT <b>3623</b>
		FILING DATE <b>April 2, 2001</b>		

**OTHER PRIOR ART** (*Including Author, Title, Date, Pertinent Pages, Etc.*)

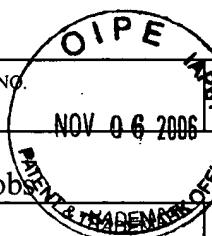
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CO	"Connectria Unveils ServeClick to Enable the Next Wave of E-Commerce –‘E-Scheduling’ of Services, Appointments & Reservations", Business Wire, New York, January 4, 2000. Two pages
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CT	Dumas, Y. et al., "Pickup and Delivery Problem with Time Windows", European Journal of Operational Research, Vol. 54, No. 1, September 1991. Abstract only. One page.
CU	Gunes, E.D., "Workforce Scheduling", Department of Industrial Engineering Bilkent University, April 1999. 1-11.
CV	ILOG.com, "ILOG Dispatcher Field Service Dispatcher", ILOG Worldwide (retrieved from archive.org), December 2000 (retrieved February 2005). 2 pages.
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CZ	LaPorta T.F. et al., "Challenges for nomadic computing: Mobility management and wireless communications", Mobile Networks and Applications, Journal of Special Topics in Mobile Networks and Applications, J.C. Baltzer AG, Science Publishers, Netherlands, Vol. 1, No. 1, August 1996. pp. 3-16.

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FORM PTO-1449 (REV.7-80)	U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE	ATTY. DOCKET NO. 500745.01	APPLICATION NO. 109/824,849
INFORMATION DISCLOSURE STATEMENT <i>(Use several sheets if necessary)</i>		APPLICANT(S) Simon Jacobs	NOV 06 2006
		FILING DATE April 2, 2001	GROUP ART UNIT 3623

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DA	Livneh, E., "Case Study: Automating Service Allocation and Scheduling", Association for Services Management International, www.afsmi.org, May 1997. pp. 1-5.
DB	Marinho J. et al., "Decision Support System for Dynamic Production Scheduling", IEEE International Symposium on Assembly and Task Planning, July 1999. pp. 424-429.
DC	Martin, J., "Principles of Object-Oriented Analysis and Design", PTR Prentice Hall, New Jersey, 1993. pp. vii-xiii and 133-154.
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DF	McFeely, D.J. et al., "Scheduling to Achieve Multiple Criteria in an Air Force Depot CNC Machine Shop", Production and Inventory Management Journal, Vol. 38, No. 1, First Quarter 1997. 72-79.
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DJ	Mummert L. et al., "Exploiting Weak Connectivity for Mobile File Access", Fifteenth AC Symposium on Operating Systems Principles, Colorado, Vol. 29, No. 5, December 1995. pp. 143-155.
DK	Nanry, W.P. et al., "Solving the pickup and delivery problem with time windows using reactive tabu search", Transportation Research, Part B, April 1999. pp. 107-121.
DL	Open Wave—Home and Shift Track Web pages, www.open-wave.com (retrieved from archive.org), Open Wave, Inc., 1999. 5 pages.
DM	Padwick, G. et al, "Special Edition Using Microsoft® Outlook® 2000, Que, ISBN 0-7897-1909-6, May 1999. 47 pages.
DN	Panwalker, S.S. et al., "A Survey of Scheduling Rules", Operations Research, Vol. 25, No. 1, January-February 1977. pp. 45-61.

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				FILING DATE <b>April 2, 2001</b>	GROUP ART UNIT <b>3623</b>

**OTHER PRIOR ART** (*Including Author, Title, Date, Pertinent Pages, Etc.*)

DO	Pierreval, H. et al., "Dynamic Selection of Dispatching Rules for Manufacturing System Scheduling", International Journal Production Research, Vol. 35, No. 6, 1997. pp. 1575-1591.
DP	"RestaurantRow.com Selects ServeClick from Connectria to Power its Advanced Online Restaurant E-Scheduling", PR Newswire, New York, February 1, 2000. Three pages.
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DY	
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